Ilantus Case Study

World’s Largest Leisure Travel Company

The Client: World's largest British-American leisure travel company with a combined fleet of over 100 vessels across 10 cruise line brands that provides travelers around the globe with extraordinary vacations.
Business Objectives

Implement a solution to make it convenient for employees to reset/change passwords and unlock their accounts anytime, anywhere, and minimize dependency on the IT service desk. Improve employee productivity/travel agent’s productivity and customer experience.

Business Challenges/Pain Areas

- Time sensitive transactions
- Majority of the workforce are remote/outside the organization
- Need for secure access to applications
- Lack of flexibility in resetting the password anytime, anywhere
- High dependency on service desk for password reset/account unlock
- Lack of flexibility with the existing password management tool

IT Challenges/Pain Areas

- Huge number of service desk calls
- High IT service desk cost
- Challenges in managing multilingual service desk
- Lack of flexible tool for managing passwords
- Lack of secure access from anytime, anywhere
- Handling multilingual requests.

Business Benefits

- Eliminated workflow disruptions
- Improved employee productivity
- Increased agility among workforce
- Users reduced sign-on experience with password synchronization.
- Users need to remember just one password across all enterprise applications

IT Benefits

- Secure access from any web enabled devices
- Reduction in service desk calls by over 90%
- Reduction in cost associated with service desk
- Improved end user experience
- On-premise model for better control
- Policy based email reminders
- Mass user enrollment from HR system
- Self-registration prompt post Windows Login
Key Drivers for Selecting ILANTUS Solution

- Flexibility, security and convenience
- Ready to use password sync connectors for major business applications
- Ilantus hosted Pay-as-you-use model
- Multi-factor authentication – CR, mobile OTP, e-mail OTP
- Multi-lingual capabilities
- Self-service password reset anytime, anywhere
- Uniform user experience across devices/platforms
- Mobile application – iOS & Android
- Customizable to specific business need
- Rapid implementation methodology to maximize ROI
- Robust support model with high application availability – 99.5%